

# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2011-2012/SECOND QUARTER



### IT'S YOUR CALL PROGRAM SUMMARY

The "It's Your Call" Program was expanded in October 2008. The program was initiated to encourage residents and Town employees to utilize the 539-SERV(7378) phone line when they observe infrastructure/facility issues or code/ordinance violations or have questions regarding Town services. A call to 972.539.SERV or an e-mail to [customerrelations@flower-mound.com](mailto:customerrelations@flower-mound.com) initiates a four-step process with the Town's Customer Relations division:

1. Call it
2. Log it
3. Track It
4. Resolve It

Service requests may also be submitted online utilizing the convenient online form at :

<http://www.flower-mound.com/539SERV.php>

Reportable issues could include:

- Down or damaged street signs
- Street repairs/pot holes
- Street light outages
- Drainage, water, problems
- High weeds and grass
- Pool permit and safety issues
- Trash collection
- Parking violations
- Bandit signs
- Barking dogs
- Park improvements/repairs
- Tree Trimming in Right of Ways or Parks
- Graffiti

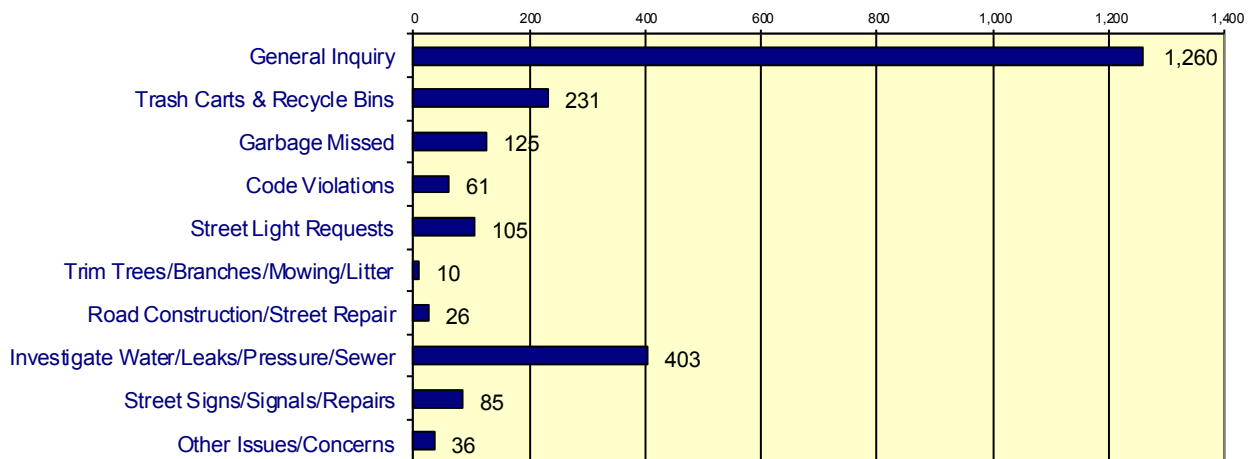
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

**972-539-SERV (7378)**

**[customerrelations@flower-mound.com](mailto:customerrelations@flower-mound.com)**

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY2011-12 (2nd QUARTER)



**Total Calls/E-mails: 2,342**

In February 2012 Customer Relations began a process to track "general inquiries" that do not necessarily require action or tracking. These types of inquiries are categorized as general questions, requests for basic information, or requests for specific divisions or departments. This process provided us a baseline to determine the average amount of calls received on a daily basis. This information combined with the actual number of calls in the Cityworks system provides the number you see above.

#### TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2010-11	7,216	205	7,421
FY 2011-12	6,144	72	6,216